

Policy: CS-07-01

Policy Title: Water Service Line Protection Plan Program Commission Incentive

Policy Purpose: Commission Incentive

Implementation Date: 07/01/ 2007

Revision Date: N/A

TOWN OF WESTFIELD PUBLIC WORKS DEPARTMENT

Water Service Line Protection Plan Program Commission Incentive

The Town of Westfield adopted Ordinance 06-31 An Ordinance of The Town Council of The Town of Westfield Concerning Water Service Line Protection Plan Program on August 14, 2006 and subsequently amended said ordinance on January 15, 2007 and adopted Ordinance 07-03 Ordinance of The Town Council of The Town of Westfield Amending The Water Service Line Protection Plan Program as Established in Ordinance 06-31.

The referenced ordinance and amendment was to provide a Water Service Line (customer's line) Protection Plan (Plan) to residential water customers of the Westfield Public Works Department. The Plan protects residential customers from incurring costs to repair water and sewer lines within their property. The Plan allows for residential customer's to pay a lump sum payment of ninety-six (\$96) dollars a year or monthly installment payments of nine (\$9) dollars per month for protection according to the terms and conditions in the Plan. As of June 13, 2007, the Plan has not been as successful as anticipated. Therefore, in an effort to promote the Plan and the protections it allows for residential customers, the department has decided to roll out a commission based program that is only offered to Customer Service Division Employees. Please find below a bullet point list of how the commission incentive will be administered.

Water Service Line Protection Plan Program Commission Incentive

1. Any customer service associate that successfully enrolls an applicant into the Plan for a lump sum payment of ninety-six (\$96) dollars will receive a cash incentive of twenty-five (\$25) dollars upon the receipt of the customer's one year installment.
2. Any customer service associate that successfully enrolls an applicant into the Plan for a monthly installment of nine (\$9) dollars per month will receive a cash incentive of fifteen (\$15) dollars upon the receipt of the customer's twelve monthly installments.
3. Successfully enrolls shall mean that the customer has met the terms and conditions of enrollment and has been approved to participate in the Plan.
4. The Customer Service Supervisor shall be responsible for all record keeping and must show proof of receipts and collection for any incentives to be paid out. All

payment incentive claims shall be forwarded to the Director of the Public Works Department for approval and processing. Additionally, when filing an incentive with the Director, all the necessary paperwork must be in order for approval.

5. Any customer associate that terminates their employment willingly or non-willingly shall immediately forfeit any expected commission incentives that may have been payable per this policy. In other words, any customer service associate that becomes unemployed by the department shall forfeit any entitlement to commission incentives endorsed by this policy.

A handwritten signature in black ink, appearing to read 'B. Hauk', with a large, sweeping loop at the end.

Bruce A. Hauk, Director
Westfield Public Works Department